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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/649,052	08/27/2003	Vicki L. Colson	BOC9-2003-0017 (386)	4960
40987	7590	12/05/2005	EXAMINER	
AKERMAN SENTERFITT P. O. BOX 3188 WEST PALM BEACH, FL 33402-3188			ESCALANTE, OVIDIO	
			ART UNIT	PAPER NUMBER
			2645	

DATE MAILED: 12/05/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No. 10/649,052	Applicant(s) COLSON ET AL.	
	Examiner Ovidio Escalante	Art Unit 2645	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 06 September 2005.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-9 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-9 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

**DETAILED ACTION**

1. This action is in response to applicant's amendment filed on September 6, 2005. **Claims 1-9** are now pending in the present application.

***Claim Rejections - 35 USC § 102***

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-9 are rejected under 35 U.S.C. 102(e) as being anticipated by Uppaluru US Patent 5,915,001.

***Regarding claims 1,5 and 6***, Uppaluru teaches a method, means and machine-readable storage having a computer program for aggregating interactive voice response services from a plurality of interactive voice response systems (abstract) comprising:

for at least one caller, storing service information for a plurality of services (service pages 332; fig. 3) within a master interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems, (col. 9, lines 38-56; col. 10, lines 1-13; col. 12, lines 30-61); and wherein the master interactive voice response system provides an interface between the caller and the services by performing at least storing caller-specific information, (col. 10, lines 9-13);

receiving a call from the caller to the master interactive voice response system, (col. 9, lines 59-67; col. 15, lines 52-57);

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receiving an input from the caller over the call to the master interactive voice response system, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems, (col. 5, lines 35-64; col. 8, lines 32-51; col. 18, lines 55-67);

accessing the interactive voice response system corresponding to the identified service through the master interactive voice response system on behalf of the caller, (col. 18, lines 55-col. 19, lines 23);

retrieving information from the interactive voice response system with the master interactive voice response system, (col. 19, lines 1-23); and

providing the retrieved information to the caller from the master interactive voice response system, (col. 19, lines 32-60).

***Regarding claims 2 and 7***, Uppaluru, as applied to claims 1 and 6, teaches wherein said service information includes login information for each of said plurality of services, said accessing step comprising logging on to the at least one interactive voice response system, (col. 15, lines 35-col. 16, lines 48).

***Regarding claims 3 and 8***, Uppaluru, as applied to claims 3 and 6, teaches wherein said service information specifies instructions for navigating an interactive voice response menu hierarchy for at least one of the services, (col. 8, lines 32-51).

***Regarding claims 4 and 9***, Uppaluru, as applied to claims 1 and 6, teaches wherein said input further specifies a caller query for information to be retrieved from at least one of the plurality of services, said accessing step further comprising submitting the caller query to the at least one of the plurality of services, (col. 18, line 45-col. 19, line 23).

***Response to Arguments***

4. Applicant's arguments filed September 6, 2005 have been fully considered but they are not persuasive.

Applicant contends that Uppaluru does not disclose storing service information for each of a plurality of services within a master interactive voice response system since Uppaluru's services pages are merely linked individually to a personal helpdesk thus the service pages do not themselves, individually or in aggregate constitute a separate interactive voice system. The Examiner respectfully disagrees.

In col. 2, lines 22-26, Uppaluru teaches of providing universal accessible caller profiles that are access by one or more IVR systems. Each one of the service pages in Uppaluru represents a separate IVR system that a user can individually access or can access via their master IVR service which stores their profile. Since the user's profile indicates their preferred services and since each service page is separate from each other service then each service page represents a separate IVR system platform that can provide services to a user.

Applicant further contends that the personal home page of Uppaluru does not constitute a master interactive voice response system since it does not store service information for event one of the plurality of commerce service pages. The Examiner respectfully disagrees.

Uppaluru's main goal as stated in col. 1, lines 39-47 is "to provide an IVR system that enables access to an aggregation of databases and services". In col. 2, lines 15-19 Uppaluru further states of the desire to provide universal access to caller-specific information to provide user's customized IVR system."

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***Conclusion***

5. Any response to this action should be mailed to:

Commissioner for Patents  
P.O. Box 1450  
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or faxed to:

(571) 273-8300, (for formal communications intended for entry)

Or:

(571) 273-7537, (for informal or draft communications, please label  
"PROPOSED" or "DRAFT")

Hand-delivered responses should be brought to:

Customer Service Window  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ovidio Escalante whose telephone number is 571-272-7537. The examiner can normally be reached on M-Th from 6:30AM to 4:00PM. The examiner can also be reached on alternate Fridays.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan S Tsang can be reached on 571-272-7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR

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system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

**OVIDIO ESCALANTE**  
**PATENT EXAMINER**

*Ovidio Escalante*

Ovidio Escalante  
Primary Patent Examiner  
Group 2645  
November 23, 2005

O.E./oe